

# Endpoint Management

## Endpoint Management Console

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# About This Guide

This *Endpoint Management Console Reference* explains how to access, navigate, customize, and use Endpoint Management Console, the administrative console used to manage your Endpoint system. The guide includes the following sections:

- ♦ Chapter 1, “Accessing Endpoint Management Console,” on page 7
- ♦ Chapter 2, “Navigating Endpoint Management Console,” on page 11
- ♦ Chapter 3, “Customizing Endpoint Management Console,” on page 13
- ♦ Chapter 4, “Bookmarking Endpoint Management Console Locations,” on page 15
- ♦ Chapter 5, “Naming Conventions in Endpoint Management Console,” on page 17
- ♦ Chapter 6, “Organizing Devices into Folders and Groups,” on page 19
- ♦ Chapter 7, “Using Quick Tasks,” on page 23
- ♦ Chapter 8, “Using System Variables,” on page 27
- ♦ Chapter 9, “Using Special System Variables,” on page 31
- ♦ Chapter 10, “Installing Console Helper,” on page 41
- ♦ Chapter 11, “Troubleshooting Endpoint Management Console,” on page 45

## Audience

This guide is intended for Endpoint administrators.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

## Additional Documentation

Endpoint is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [Endpoint Documentation Web site](#).



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# 1 Accessing Endpoint Management Console

You use Endpoint Management Console to configure system settings and perform management tasks in your Management Zone.

- ♦ [Section 1.1, “Accessing Endpoint Management Console,” on page 7](#)

## 1.1 Accessing Endpoint Management Console

- 1 Using a Web browser that meets the requirements listed in “[Administration Browser Requirements](#)”, enter the following URL:

```
https://https://em.dev.ca.opentext.com/?subscription-  
name=<subscriptionname>
```

If you are accessing the Endpoint Management Console for the first time, then click the **Core Endpoint Management** link that you receive in the **Welcome** email from **OpenText Core Endpoint Management**.

The Sign in page is displayed.

Sign in to continue to Core Endpoint Management

Pioneer  
[Change tenant](#)

Next

SIGN IN WITH 

[FORGOT PASSWORD](#)

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**NOTE:** Signing in with otconnect is not allowed.

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- 2 In the **Username** field, type the user name that you have entered for logging and accessing the Core Endpoint Management application.

You log in to the Endpoint Management Console as per the role assigned to you by the Tenant Administrator in the Admin Centre.

- 3 Click **next**.



# opentext™ | Cloud Platform

Sign in to continue to Core Endpoint Management

Pioneer  
[Change tenant](#)

admin@opentext.com



.....

Sign in

[GO BACK](#) [FORGOT PASSWORD](#)

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4 Enter the password in the **Password** field

- ◆ Specify the password for the administrator name that you created in Endpoint Management Console.

To prevent unauthorized users from gaining access to Endpoint Management Console, the administrator account is disabled after three unsuccessful login attempts, and a 60-second timeout is enforced before you can attempt another login.

5 Click **next** to access Endpoint Management Console.

To log in again as a different administrator/ user, click the **Logout** option in the upper right corner of the Endpoint Management Console, then when the login dialog box is displayed, log in as a different administrator/ user.

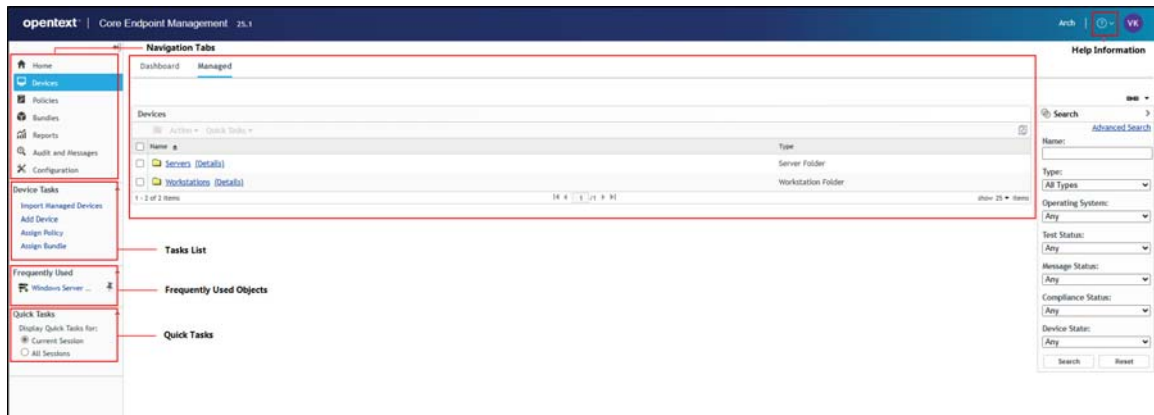
### **Performing concurrent operations in multiple sessions of Endpoint Management Console might result in an exception**

If Endpoint Management Console is opened in multiple browsers and you choose to perform an operation on an object in one browser when the same object is being modified or accessed in the other browser, an exception might occur.

For example, an error might occur if you update an object in one session of Endpoint Management Console when the same object has been deleted in another session of Endpoint Management Console.

## 2 Navigating Endpoint Management Console

The following Devices page represents a standard view in Endpoint Management Console:



**Navigation Tabs:** The tabs in the left pane let you navigate among the functional areas of Endpoint Management. For example, the Servers page shown above lets you manage tasks associated with servers.

**Task List:** The task list in the left pane provides quick access to the most commonly performed tasks for the current page. The task list changes for each page. For example, the task list on the Bundles page displays bundle-related tasks and the task list on the Devices page displays device-related tasks.

**Frequently Used Objects:** The Frequently Used list in the left pane displays the 10 objects that you have accessed most often, from most used to least used. Clicking an object takes you directly to the details page for the object.

**Work Panel:** The work panels are where you monitor and manage your Endpoint Management system. The panels change depending on the current page. In the above example, there are two work panels: Devices and Search. The Devices panel lists the servers, folders, server groups, and dynamic server groups that have been created; you use this panel to manage the servers. The Search panel lets you filter the Devices panel based on criteria such as a device's name, operating system, or status.

**Help Information:** The **Help** button links to Help topics that provide information about the current page. The **Help** button links change depending on the current page.



# 3 Customizing Endpoint Management Console

You can change Endpoint Management Console settings to customize behavior such as the failed login timeout and the automatic logout timeout:

- ♦ [Section 3.1, “Changing the Timeout Value for Endpoint Management Console,” on page 13](#)

## 3.1 Changing the Timeout Value for Endpoint Management Console

The purpose of the timeout is to clear memory resources. The larger the timeout value, the longer Endpoint Management Console retains the memory resources, which might have a negative impact on the long-term performance of the device from which you have launched Endpoint Management Console.

You can set the Endpoint Management Console timeout value in the Management Zone.

To change the Endpoint Management Console timeout value on a Endpoint Management Server:

In Endpoint Management Console, go to **Configuration > Infrastructure Management > Session Management Settings**.

In the Session Management Settings page, you can enable the Endpoint Management Console session timeout. If an administrator is not active for the configured value (in minutes), then the session times out.

If the configured value is more than 5 minutes, the session timeout warning can be configured to display a pop-up before 5 minutes, but this is not configured by default. By viewing the displayed prompt, the administrator can either extend the session or ignore the warning.

**Configuration behavior:** Following are some of the configurational behavior of the Session Management Settings:

- ♦ The configured value takes effect for all subsequent logins and does not apply to current sessions.
- ♦ If the configured session timeout value is set to less than 5 minutes, the session timeout pop-up is disabled, and the administrator is prompted to log in again when the session expires.
- ♦ The session timeout value can be 1 to 60 (max).



# 4 Bookmarking Endpoint Management Console Locations

The Bookmark feature allows you to use your Web browser to manage direct access to the various locations in Endpoint Management Console, instead of performing the usual navigation clicks. You can also use this feature to bookmark hard-to-find locations.

You can create bookmarks for your Web browser to locations within the following sections of Endpoint Management Console:

- ♦ **Managed** tab on the **Devices** tab
- ♦ **Policies** tab
- ♦ **Bundles** tab
- ♦ **Management Zone Settings** on the **Configuration** tab

The locations you can bookmark include such items as lists, details of objects, and configuration settings.

Wherever the Link icon (🔗 ▼) is displayed, you can create a bookmark. The icon is located in the upper right of the page. If it is not displayed, a bookmark cannot be created for that location.

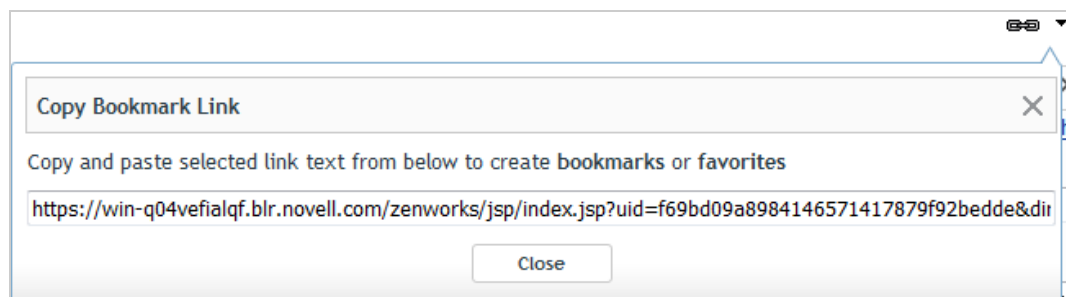
If you are logged in to Endpoint Management Console when you click a bookmark, the location is immediately displayed.

If you are not logged in to Endpoint Management Console when you click a bookmark, the Login dialog box is displayed. After you enter valid credentials, the location is immediately displayed.

To create bookmarks:

- 1 In Endpoint Management Console, navigate to a location where you want to create a bookmark.
- 2 Click 🔗 ▼.

This opens the following dialog box, where the URL to the current location is already selected:



- 3 Press Ctrl+C to copy the URL, then click **OK** to close the dialog box.
- 4 Paste the URL as a new bookmark in your Web browser.





# 5 Naming Conventions in Endpoint Management Console

When you name an object in the Endpoint Management Console (folders, bundles, policies, groups, registration keys, and so forth), ensure that the name adheres to the following conventions:

- ♦ The name must be unique in the folder.
- ♦ The following characters are invalid and cannot be used: / \ \* ? : " ' < > | ` % ~
- ♦ Ensure that the name of a bundle, policy, bundle folder, bundle group, policy folder, or policy group does not contain the following:
  - ♦ @Sandbox
  - ♦ @Version



# 6 Organizing Devices into Folders and Groups

Using Endpoint Management Console, you can manage devices by performing tasks directly on individual device objects. However, this approach is not very efficient unless you have only a few devices to manage. To optimize management of a large number of devices, Endpoint Management lets you organize devices into folders and groups; you can then perform tasks on a folder or group to manage its devices.

You can create folders and groups at any time. However, the best practice is to create folders and groups before you register devices in your zone. This allows you to use registration keys and rules to automatically add devices to the appropriate folders and groups when they register.

- ♦ [Section 6.1, “Folders,” on page 19](#)
- ♦ [Section 6.2, “Groups,” on page 20](#)
- ♦ [Section 6.3, “Assignment Inheritance for Folders and Groups,” on page 21](#)

## 6.1 Folders

Folders are a great tool to help you organize devices in order to simplify management of those devices. You can apply configuration settings, assign content, and perform tasks on any folder. When you do so, the folder’s devices inherit those settings, assignments, and tasks. You can also export the contents of a folder in the csv format by using the **Export** option.

For best results, you should place devices with similar configuration setting requirements in the same folder. If all devices in the folder require the same content or tasks, you can also make content or task assignments on the folder. However, all devices in the folder might not have the same content and task requirements. Therefore, you can organize the devices into groups and assign the appropriate content and tasks to each groups (see [“Groups” on page 20](#) below).

For example, assume that you have workstations at three different sites. You want to apply different configuration settings to the workstations at the three sites, so you create three folders (`/Workstations/Site1`, `/Workstations/Site2`, and `/Workstations/Site3`) and place the appropriate workstations in each folder. You decide that most of the configuration settings apply to all workstations, so you configure those settings at the Management Zone. However, you want to perform a weekly collection of software and hardware inventory at Site1 and Site2 and a monthly inventory collection at Site3. You configure a weekly inventory collection at the Management Zone and then override the setting on the Site3 folder to apply a monthly schedule. Site1 and Site2 collect inventory weekly, and Site3 collects inventory monthly.

### Creating a Folder

- 1 In Endpoint Management Console, click the **Devices** tab.
- 2 Click the **Workstations** or **Servers** folder.
- 3 Click **New > Folder** to display the New Folder dialog box.
- 4 In the **Name** field, type a name for the new folder.

When you name an object in the Endpoint Management Console (folders, groups, bundles, policies, and so forth), ensure that the name adheres to the following conventions:

- ♦ The name must be unique in the folder.
- ♦ The following characters are invalid and cannot be used: / \ \* ? : " ' < > | ` % ~

5 Click **OK** to create the folder.

## 6.2 Groups

As you can with folders, you can also assign content and perform tasks on device groups. When you do so, the group's devices inherit those assignments and tasks. Unlike with folders, you cannot apply configuration settings to groups.

Groups provide an additional layer of flexibility for content assignments and tasks. In some cases, you might not want to assign the same content to and perform the same task on all devices in a folder. Or, you might want to assign the same content to and perform tasks on one or more devices in different folders. To do so, you can add the devices to a group (regardless of which folders contain the devices) and then assign the content to and perform the tasks on the group.

For example, let's revisit the example of the workstations at three different sites (see [Section 6.1, "Folders," on page 19](#)). Assume that some of the workstations at each site need the same accounting software. Because groups can be assigned software, you could create an Accounting group, add the target workstations to the group, and then assign the appropriate accounting software to the group. Likewise, you could use the groups to assign Windows configuration and security policies.

The advantage to making an assignment to a group is that all devices contained in that group receive the assignment, but you only need to make the assignment one time. In addition, a device can belong to any number of unique groups, and the assignments from multiple groups are additive. For example, if you assign a device to group A and B, it inherits the software assigned to both groups.

Endpoint Management provides both groups and dynamic groups. From the perspective of content assignments or performing tasks, groups and dynamic groups function exactly the same. The only difference between the two types of groups is the way that devices are added to the group. With a group, you must manually add devices. With a dynamic group, you define criteria that a device must meet to be a member of the group, and then devices that meet the criteria are automatically added.

Endpoint Management include several predefined dynamic server groups. It also includes dynamic workstation groups. Devices that have these operating systems are automatically added to the appropriate dynamic group.

### Creating a Group

- 1 In Endpoint Management Console, click the **Devices** tab.
- 2 Click the **Workstations** or **Servers** folder.
- 3 Click **New > Server Group** or **New > Workstation Group** for workstations devices to launch the Create New Group Wizard.
- 4 On the Basic Information page, type a name for the new group in the **Group Name** field, then click **Next**.

The group name must follow the [naming conventions](#).

- 5 On the Summary page, click **Finish** to create the group without adding members.

or

Click **Next** if you want to add members to the group, then continue with [Step 6](#).

- 6 On the Add Group Members page, click **Add** to add devices to the group, then click **Next** when finished adding devices.
- 7 On the Summary page, click **Finish** to create the group.

### Creating a Dynamic Group

- 1 In Endpoint Management Console, click the **Devices** tab.
- 2 Click the **Workstations** or **Servers** folder.
- 3 Click **New** > **Dynamic Server Group** or **New** > **Dynamic Workstation Group**, to launch the Create New Group Wizard.
- 4 On the Basic Information page, type a name for the new group in the **Group Name** field, then click **Next**.

The group name must follow the [naming conventions](#).

- 5 On the Define Filter for Group Members page, define the criteria that a device must meet to become a member of the group, then click **Next**.

Click the **Help** button for details about creating the criteria.

- 6 On the Summary page, click **Finish** to create the group.

## 6.3 Assignment Inheritance for Folders and Groups

This section is applicable only for Endpoint Console Configuration Management. When you assign content to a folder, all objects (devices, subfolders) except groups that are located in the folder inherit the assignment. For example, if you assign BundleA and PolicyB to DeviceFolder1, all devices within the folder (including all devices in subfolders) inherit the two assignments. However, none of the device groups located in DeviceFolder1 inherit the assignments. Essentially, folder assignments do not flow down to groups located within the folder.



# 7 Using Quick Tasks

Quick Tasks are the tasks that you can quickly perform on one or more devices through Endpoint Management Console.

- ♦ [Section 7.1, “Quick Tasks Types,” on page 23](#)
- ♦ [Section 7.2, “Initiating a Quick Task,” on page 25](#)
- ♦ [Section 7.3, “Cancelling, Stopping, or Hiding a Quick Task,” on page 25](#)
- ♦ [Section 7.4, “Retrieving Logs,” on page 26](#)

## 7.1 Quick Tasks Types

There are various quick tasks that you can perform on devices. Not all tasks are available for all objects (device, device group, device folder); unavailable tasks are dimmed in the Endpoint Management Console.

After the quick task is invoked, you are prompted to expiry options. The status of the quick task is also displayed. For more information on initiating the quick task options and viewing the quick task status, see [Section 7.2, “Initiating a Quick Task,” on page 25](#).

The following list provides descriptions of the Quick Tasks you can perform:

- ♦ **Refresh Device:** Updates all information, such as configuration settings and registration on the selected devices. In Endpoint Management Configuration, it also updates the bundles and policies.

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**NOTE:** A Refresh Device quick task cannot be created for a device when another Refresh Device quick task is already active on the device. A Refresh Device quick task that is created for a group of devices is not assigned to the devices within the group that already have a Refresh Device quick task active on them.

---

- ♦ **Refresh Policies:** Updates policy information on the selected devices. This quick task is applicable for Endpoint Configuration Management.
- ♦ **Inventory Scan:** Initiates an inventory scan on the selected devices. Inventory scan collects inventory data such as updated list of discovered product and latest usage data. The latest inventory data will be uploaded as per the upload schedule set by the administrator.  
For each device, the inventory scan uses the Scan Now settings defined for the device (*device view* > **Settings** tab > **Inventory**) to determine what information the scan collects.
- ♦ **Inventory Wizard:** Sends the inventory data collection form to the selected devices. For each device, the Inventory Collection Wizard uses the data collection form defined for the device (*device view* > **Settings** tab > **Inventory**).
- ♦ **Retrieve Logs** Collects either full logs (zeninfo) or specific logs on the selected Endpoint Management Managed devices. For more information, see [Retrieving Logs](#).

- ♦ **Install Bundle:** Installs one or more bundles on the selected devices. This quick task is applicable only for Endpoint Configuration Management.
- ♦ **Launch Bundle:** Launches one or more bundles on the selected devices. This quick task is applicable only for Endpoint Configuration Management.

---

**NOTE:** If a bundle is installed or launched with a quick task, or with the Now device assignment distribution schedule (which also triggers a quick task for the assigned devices), the bundle actions defined to run as a logged-in user are performed in the system space.

The related quick task triggers a bundle execution and a device refresh at approximately the same time. Because the user session is still busy refreshing, it does not update the list of assigned bundles, and the Endpoint agent falls back to process the bundles in the device session. After a subsequent refresh, the bundle actions defined to run as a logged-in user are executed correctly.

- 
- ♦ **Uninstall Bundle:** Uninstalls one or more bundles on the selected devices. This quick task is applicable only for Endpoint Configuration Management.
  - ♦ **Reboot/Shutdown Devices:** Depending on your choice, shuts down or reboots the selected devices. You can include a warning message to be displayed on the devices. You can also specify a delay period for the reboot or shutdown.
  - ♦ **Launch Application:** Launches an executable on the selected devices. The executable must be available to the devices either locally or in an accessible network location.
  - ♦ **Run Script:** Runs a script on the selected devices. You can run a script that resides on the devices, on your local drive, or on a drive that you intend to create. The script engine must be available to the devices either locally or in an accessible network location.
  - ♦ **Launch Java Application:** Runs a Java application on the selected devices.
  - ♦ **Reset Agent:** Triggers a reset action on the Agent device. This quick task will stop the agent service, delete the cache, and then restart the agent service.

The **Reset Agent** quick task cannot be applied on device groups or folders.

- ♦ **Retire Device Now:** Immediately retires the selected device from your Endpoint Management system. To retire a device at its next refresh, use the Retire Device action. Retiring a device is different from deleting a device. When you retire a device, its GUID is retained (as opposed to when you delete a device, which also deletes its GUID). As a result, all inventory information is retained and is assessable. In Endpoint Configuration Management, all policy and bundle assignments are also removed. If you unretire the device in the future, its assignments are restored.
- ♦ **Unretire Device Now:** Immediately reactivates the selected device. In Endpoint Configuration Management, it reapplies all policy and bundle assignments that the device previously had. To unretire a device at its next refresh, use the Unretire Device action.



## 7.2 Initiating a Quick Task

Quick Tasks are available for the Devices, Bundles, and Policies lists in Endpoint Management Console. The following procedure provides an example of how to initiate a Quick Task from the Device list. The procedures for applying a Quick Task from the Bundles or Policies list is similar.

- 1 In Endpoint Management Console, click **Devices**, then locate the device to which you want to apply a Quick Task.
- 2 Select the check box next to the device, click **Quick Tasks**, then click **Refresh Policies** (or if you want to initiate a different Quick Task, click that task).

In the Quick Task dialog, click the Edit link to rename the quick task. The name is applicable only for that instance of the quick task.

- 3 Configure the Quick Task options:

Option	Steps
QuickTask Expiry Option	<p>Select one of the following:</p> <ul style="list-style-type: none"><li>♦ <b>Expires immediately when failed to notify the device:</b> Select this option to immediately expire the quick task when the quick task notification to the devices fails.  For example, you might want to select this option to send a <b>Reboot/Shut Down Devices</b> quick task for rebooting or shutting down a device. If the device is already shut down, you don't want to execute the quick task on the device when the device restarts.</li><li>♦ <b>Never Expires:</b> Select this option if you never want the quick task to expire.  For example, you might want to select this option when you send an <b>Install Bundle</b> quick task to install an application on a device that might not be running at that time.</li><li>♦ <b>Expires after _ mins of the quick task creation:</b> Select this option to expire the quick task a certain amount of time after it is created. By default, the expiration time is set to 5 minutes. You can choose to specify the expiration time according to your requirement.  For example, you might want to select this option when you need to launch an application on multiple devices that are either in the process of booting up or are likely to be started within the stipulated time.</li></ul>

- 4 Click **Start** to initiate the notification of the quick task.
- 5 Click the QuickTask Status tab to monitor the status of the task.

## 7.3 Cancelling, Stopping, or Hiding a Quick Task

- ♦ To stop the quick task on a managed device, select the device on which you want to stop the quick task and click **Stop**. You can do this only if the quick task has not yet been assigned to the device.

- ♦ To hide the quick task dialog box, click **Hide**. The quick task is listed in the Quick Tasks list in the left navigation pane; you can click the quick task to check the status again.
- ♦ To cancel the quick task, click **Cancel**.

## 7.4 Retrieving Logs

You can retrieve device logs using the Retrieve Logs quick task. The Retrieve Logs quick tasks enables you to collect either full logs or specific logs on the Endpoint Management devices. You can:

- ♦ **Collect Full Logs:** Select this option to collect full logs. By default, the Collect Full Logs option is selected.
- ♦ **Collect Specific Logs:** Select this option to collect specific set of log files for the selected device(s).
- ♦ **Protect logs with password:** Check this option, If you want to protect the log files by setting a password, and then enter a password. Re-enter the password to confirm. Only if both the entered passwords match, you can click OK to display the QuickTask Status dialog box.

To initiate the **Retrieve Logs** quick task, see [Initiating a Quick Task](#).

# 8 Using System Variables

System variables let you define variables that can be used to replace paths, names, and so forth as you enter information in Endpoint Management Console.

You can define system variables at three levels:

- ♦ **Management Zone:** The system variables are inherited by all device folders, devices, and bundles.
- ♦ **Device Folder:** The system variables are inherited by all devices contained within the folder or its subfolders.
- ♦ **Device or Bundle:** The system variables apply only to the device or bundle for which they are configured.

The following sections contain more information:

- ♦ [Section 8.1, “Understanding System Variables,” on page 27](#)
- ♦ [Section 8.2, “Adding System Variables,” on page 28](#)
- ♦ [Section 8.3, “Removing System Variables,” on page 28](#)
- ♦ [Section 8.4, “Editing System Variables,” on page 29](#)
- ♦ [Section 8.5, “Using System Variables,” on page 29](#)

## 8.1 Understanding System Variables

The following examples illustrate some uses of system variables:

- ♦ **Specifying Paths and Filenames in Actions:** When you create an Edit INI File action, for example, you specify a `.ini` file and configure the changes to be performed on that file. During the creation process, you can specify the full path to the file (for example, `C:\Program Files\OpenOffice.org 2.0\program\setup.ini`).

Instead of specifying the entire path and filename, you can create a system variable. For example, the name of the variable can be `OpenOffice INI` and the value can be the full path to the file. Now, instead of specifying the full path and filename when you create the action, you can type `${OpenOffice INI}` in the **Filename** field.

An advantage of using a system variable rather than typing the full path and filename is that you can specify this particular `.ini` file in many different types of actions. Suppose that the location of the `.ini` file changes. Instead of editing the path in each action, you can edit the path in the system variable and all the actions still point to the correct path.

You can generalize the path even more by creating a system variable named `ProgramFiles` with the value of `C:\program files`. In the future, when you specify a path, you can type `${ProgramFiles}` and then specify the remaining path to the specific file. For example,

`${ProgramFiles}\OpenOffice 2.0\program\setup.ini`. Again, if the path to the `C:\program files` directory changes in the future, you only need to change the path in the system variable, rather than in each bundle that uses that location in a path.

- ♦ **Overriding Inherited Settings:** When configuring system variables for a folder, device, or bundle, you can override an inherited variable by defining a new variable with the same name but a different value. For example, if `ProgramFiles=C:\` is defined at the Management Zone, you can override it by defining `ProgramFiles=D:\` at the device folder level or at the device or bundle.

You can use a system variable when creating a bundle. Depending on the location of the targeted device object in the folder hierarchy, the value can be different.

For example, suppose that all of your applications are installed in `C:\program files` except for specific applications used by the accounting department, which are installed in `D:\program files`. You define the `ProgramFiles` variable at the Management Zone level to point to `C:\program files`. For the accounting applications, you create a device folder called `Accounting Department` to contain the devices in the accounting department. You can set the value for the `ProgramFiles` variable to `D:\program files` on the `Accounting Department` device folder level. When the same bundle is applied to devices, the path to the program files directory is on the `C:\` drive for all targeted devices except for those contained in the `Accounting Department` device folder. For those devices, the program files directory points to the `D:\` drive.

## 8.2 Adding System Variables

- 1 In Endpoint Management Console, click the **Configuration** tab.
- 2 In the Management Zone Settings list, click **Device Management**.
- 3 Click **System Variables**.
- 4 Click **Add**, provide the name and value for the variable, then click **OK**.

When configuring system variables for a folder, device, or bundle, you can override an inherited variable by defining a new variable with the same name but a different value. For example, if `Var1=c:\` is inherited, you can override it by defining `Var1=d:\`.

Variable names cannot include spaces and must be unique at the level where they are defined. For example, you cannot have two variables named `Var1` defined at the device level (unless one is inherited, in which case the device-level variable overrides the inherited variable).

Variable values cannot include the characters `&` and `<`.

- 5 Click **Apply**.

## 8.3 Removing System Variables

- 1 In Endpoint Management Console, click the **Configuration** tab.
- 2 In the **Management Zone Settings** list, click **Device Management**.
- 3 Click **System Variables**.
- 4 Select the check box next to the variable (or variables).
- 5 Click **Remove**.
- 6 Click **Apply**.

## 8.4 Editing System Variables

- 1 In Endpoint Management Console, click the **Configuration** tab.
- 2 In the **Management Zone Settings** list, click **Device Management**.
- 3 Click **System Variables**.
- 4 Select the check box next to the variable, then click **Edit**.
- 5 Modify the **Name** and **Value** fields as desired, then click **OK**.
- 6 Click **Apply**.

## 8.5 Using System Variables

- 1 Use the following syntax:

`${VAR_NAME}`

`%VAR_NAME%`

`%*VAR_NAME%`

Replace `VAR_NAME` with the name of the variable.

- 2 When you perform an action on the agent, you might sometimes need to put the name of a macro into the registry, or a file, rather than the value itself. Use the following syntax in such a case:

`%%username%%`

The variable is written as it is and is not replaced with a value.



# 9 Using Special System Variables

The following sections contain information on the special system variables supported in Endpoint Configuration Management:

- ♦ [Section 9.1, “Windows Special System Variables,” on page 31](#)
- ♦ [Section 9.2, “Login Script Special System Variables,” on page 36](#)
- ♦ [Section 9.3, “Language Variable Special System Variables,” on page 37](#)
- ♦ [Section 9.4, “Endpoint Management System Variables,” on page 40](#)

## 9.1 Windows Special System Variables

A Windows special system variable is one that defines the Windows directories. The typical paths listed below are based on default installations and might not match your specific setup.

Suppose that you have installed Windows to drive D: (for example, D:\WINDOWS). However, an application installation expects Windows to be on drive C: (for example, C:\WINDOWS). You can use the WinDisk system variable to substitute drive D: for the files that require it.

---

**NOTE:** For compatibility with traditional Endpoint Management, the system variable can also be specified in one of the following formats:

- ♦ `%system_variable%`  
For example, %ProgramFiles%
  - ♦ `%%*system_variable%`  
For example, %%\*ProgramFiles%
  - ♦ `${system_variable}`  
For example, \${ProgramFiles}
- 

**Table 9-1** Windows System Variables

Macro	Description
<code>\${AdminTools}</code>	File system directory that contains the administrative tools that appear in the Control Panel when a specific user logs on to the device.  On a Windows Server or Workstation, it is typically C:\Users\Username\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Administrative Tools.
<code>\${AllUsersProfile}</code>	File system directory that contains common profile for all the users.  On a Windows Server or Workstation, it is typically C:\ProgramData.

Macro	Description
<code>\${AppData}</code>	<p>File system directory that serves as a common repository for application-specific data.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\Users\Username\AppData\Roaming</code>.</p>
<code>\${CommonDesktop}</code>	<p>File system directory that contains files and folders that appear on the desktop for all users.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\Users\Public\Desktop</code>.</p>
<code>\${CommonPrograms}</code>	<p>File system directory that contains the directories for the common program groups that appear on the Start menu for all users.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\ProgramData\Microsoft\Windows\Start Menu\Programs</code>.</p>
<code>\${CommonStartMenu}</code>	<p>File system directory that contains the programs and folders that appear on the Start menu for all users.</p> <p>On a Windows Server or Workstation, it is typically:  <code>C:\ProgramData\Microsoft\Windows\Start Menu</code>.</p>
<code>\${CommonStartup}</code>	<p>File system directory that contains the programs that appear in the Startup folder for all users. The system starts these programs whenever any user logs on.</p> <p>On a Windows Server or Workstation, typically this directory is  <code>C:\ProgramData\Microsoft\Windows\Start Menu\Programs/Startup</code>.</p>
<code>\${CommonAdminTools}</code>	<p>File system directory that contains the administrative tools that appear in the Control Panel for all users who logs in to the device.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Administrative Tools</code>.</p>
<code>\${CommonAppData}</code>	<p>File system directory that contains the application-specific data for all users who logs in to the device.</p> <p>On a Windows Server or Workstation, it is typically <code>C:\ProgramData</code>.</p>
<code>\${CommonDocuments}</code>	<p>File system directory that contains the documents shared by all users who log in to the device.</p> <p>On a Windows Server or Workstation, it is typically:  <code>C:\Users\Public\Documents</code>.</p>
<code>\${CommonProgramFiles}</code>	<p>File system directory that contains the program files shared by multiple applications.</p> <p>On a Windows Server or Workstation, it is typically <code>C:\Program Files\Common Files</code>.</p>



Macro	Description
<code>\${CommonTemplates}</code>	<p>File system directory that contains the document templates shared by all users who log in to the device.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\ProgramData\Microsoft\Windows\Templates</code>.</p>
<code>\${Cookies}</code>	<p>Files system directory that contains the user's cookies.</p> <p>On a Windows Server or Workstation, it is typically:  <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Cookies</code>.</p>
<code>\${Desktop}</code>	<p>File system directory used to physically store file objects on the desktop (not the desktop folder itself).</p> <p>On a Windows Server or Workstation, typically this directory is  <code>C:\Users\Username\Desktop</code>.</p>
<code>\${Favorites}</code>	<p>File system directory that serves as a common repository for the user's favorite items.</p> <p>On a Windows Server or Workstation, typically this directory is  <code>C:\Users\Username\Favorites</code>.</p>
<code>\${Fonts}</code>	Virtual folder containing fonts. Typically <code>C:\Windows\Fonts</code> .
<code>\${History}</code>	<p>File system directory that contains the user's history of visited Internet addresses.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\Users\Username\AppData\Local\Microsoft\Windows\History</code>.</p>
<code>\${LocalAppData}</code>	<p>File system directory that serves as a common repository for application-specific data.</p> <p>On a Windows Server or Workstation, it is typically,  <code>C:\Users\Username\AppData\Local</code>.</p>
<code>\${MyPictures}</code>	<p>File system directory that contains a specific user's graphics files.</p> <p>On a Windows Server or Workstation, it is typically  <code>c:\Users\Username\Pictures</code>.</p>
<code>\${NetHood}</code>	<p>File system directory containing objects that appear in the network neighborhood.</p> <p>On a Windows Server or Workstation, it is typically  <code>C:\Users\Username\Roaming\Microsoft\Windows\Network Shortcuts</code>.</p>

Macro	Description
<code>\${Personal}</code>	<p>File system directory that serves as a common repository for documents.</p> <p>On a Windows Server or Workstation, it is typically <code>C:\Users\Username\Documents</code>.</p>
<code>\${PrintHood}</code>	<p>File system directory that serves as a common repository for printer links.</p> <p>On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Printer Shortcuts</code>.</p>
<code>\${Programs}</code>	<p>File system directory that contains the user's program groups, which are also file system directories.</p> <p>On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Start Menu\Programs</code>.</p>
<code>\${ProgramData}</code>	<p>File system directory that contains the user's program groups, which are also file system directories.</p> <p>On a Windows Server or Workstation, it is typically <code>C:\ProgramData</code>.</p>
<code>\${ProgramFiles}</code>	<p>File system directory that contains the user's program files on a 32-bit device or the user's 64-bit program files on a 64-bit device.</p> <p>Typically <code>C:\Program Files</code>.</p>
<code>\${ProgramFiles32}</code>	<p>File system directory that contains the user's 32-bit program files on a 64-bit device. This file resolves to (typically) <code>C:\Program Files</code> on a 32-bit machine and resolves to <code>C:\Program Files (x86)</code> on a 64-bit machine.</p> <p>On 32-bit devices, this file system directory returns the same as <code>\${ProgramFiles}</code>, so that you can use it to point to 32-bit programs irrespective of the platform.</p> <p>For example:</p> <p>On a device that has the 32 bit Office application installed, you can use the following path to refer Excel.exe:</p> <p><code>\${ProgramFiles32}\Microsoft Office\Office14\EXCEL.exe</code></p> <p>The above path works on both 64 and 32-bit devices.</p>

Macro	Description
<code>\${ProgramFilesCommon}</code>	File system directory that contains the program files shared by multiple applications. Typically <code>C:\Program Files\Common Files</code> .
<code>\${Public}</code>	File system directory that has public access to all the users on the network. On a Windows Server or Workstation, it is typically <code>C:\Users\Public</code> .
<code>\${Recent}</code>	File system directory that contains the user's most recently used documents. On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Recent</code>
<code>\${SendTo}</code>	File system directory that contains Send To menu items. On a Windows Server or Workstation, it is typically <code>C:\Users\username\AppData\Roaming\Microsoft\Windows\SendTo</code>
<code>\${StartMenu}</code>	File system directory containing <b>Start</b> menu items. On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Start Menu</code> .
<code>\${Startup}</code>	File system directory that corresponds to the user's Startup program group. On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Startup</code> .
<code>\${TempDir}</code>	Windows temporary directory. On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Local\Temp</code> .
<code>\${Templates}</code>	File system directory that serves as a common repository for document templates. On a Windows Server or Workstation, it is typically <code>C:\Users\Username\AppData\Roaming\Microsoft\Windows\Templates</code> .

Macro	Description
<code>\${UserProfile}</code>	File system directory that contains the logged-in user's profile. On a Windows Server or Workstation, it is typically <code>C:\Users\Username</code> .
<code>\${WinDesktop}</code>	Windows desktop directory On a Windows Server or Workstation, it is typically <code>C:\Users\Username\Desktop</code> .
<code>\${WinDir}</code>	Windows directory. Typically <code>C:\WINDOWS</code> .
<code>\${WinDisk}</code>	Drive letter (plus colon) for the Windows directory. Typically <code>C:</code> .
<code>\${WinSysDir}</code>	Windows system directory. Typically <code>C:\WINDOWS\system32</code> .
<code>\${WinSysDisk}</code>	Drive letter (plus colon) for the Windows system directory. Typically <code>C:</code> .

**NOTE:** The values of PATH variable alone will be appended from both the user environment and the system variable. If values of variables other than PATH are defined in volatile, user environment and system variable, then the values in the volatile environment takes precedence over that of the system variable and the user variable.

If values of variables other than PATH are not defined in volatile environment variable, the values in the user environment variable take precedence over that of the system variable.

## 9.2 Login Script Special System Variables

**NOTE:** For compatibility with traditional Endpoint Management, the system variable can also be specified in one of the following formats:

- ♦ `%system_variable%`  
For example, `%MONTH%`
- ♦ `;%*system_variable%`  
For example, `;%*MONTH%`
- ♦ `${system_variable}`  
For example, `${MONTH}`

The following table lists the supported login script special system variables:

**Table 9-2** Supported Login Script Special System Variables

Macro	Description
<code>\${COMPUTER_NAME}</code>	The name of the computer. For example: <code>work_pc</code> .

Macro	Description
<code>\${DAY}</code>	Numeric day of the month. For example: 01, 10, 15.
<code>\${HOUR24}</code>	Time of the day according to a 24-hour clock. For example: 02, 05, 14, 22.
<code>\${HOUR}</code>	Hour of the day. For example: 0 = 12, 13 = 1.
<code>\${LAST_NAME}</code>	Last name of the current user (also known as the user's eDirectory Surname attribute). For example: Jones.
<code>\${MINUTE}</code>	Current minute. For example: 02, 59.
<code>\${MONTH}</code>	Current month number. For example: 01 for January.
<code>\${NDAY_OF_WEEK}</code>	Numeric day of the week. For example: 1 for Sunday, 2 for Monday.
<code>\${NETWORK}</code>	Workstation network address. For example: 101.10.101.101
<code>\${OS_VERSION}</code>	Version of the OS. For example: v5.00.
<code>\${OS}</code>	OS type. For example: MSDOS, WIN98, WINNT, WIN2000, WINXP.
<code>\${PLATFORM}</code>	Platform running. For example: WIN32NT.
<code>\${PHYSICAL_STATION}</code>	MAC address. For example: 0000C04FD92ECA.
<code>\${SECOND}</code>	Number of seconds. For example: 03, 54.
<code>\${SHORT_YEAR}</code>	Short year number. For example: 97, 00.
<code>\${WINVER}</code>	Windows version. For example: v3.11, v4.00.
<code>\${YEAR}</code>	Full year number. For example: 2008.

## 9.3 Language Variable Special System Variables

To minimize the number of Application objects required to distribute the same application in different languages, you can use language variables to represent language-related information in MSI Application objects.

**NOTE:** For compatibility with traditional Endpoint Management, the special system variables can also be specified in one of the following formats:

- ♦ `%system_variable%`  
For example, `%LOCALE_USER_LANG%`
- ♦ `%*system_variable%`  
For example, `%*LOCALE_USER_LANG%`

The following table describes the available language variables:

**Table 9-3** *Language Variable Special System Variables*

Language Variable	Description
%LOCALE_SYS_DEFAULT_ANSI_CP%	<p>Retrieves the American National Standards Institute (ANSI) code page associated with the system locale. If the locale does not use an ANSI code page, the value is 0.</p> <p>Example: 1252</p>
%LOCALE_SYS_DEFAULT_OEM_CP%	<p>Retrieves the original equipment manufacturer (OEM) code page associated with the system locale. If the locale does not use an OEM code page, the value is 1.</p> <p>Example: 437</p>
%LOCALE_SYS_LANGID%	<p>Retrieves the language identifier for the system locale. The language identifier is a standard international numeric abbreviation for the language in a country or geographical region.</p> <p>Example: 0409</p>
%LOCALE_SYS_ABBR_LANG%	<p>Specifies the abbreviated name of the system language. In most cases, it is created by taking the two-letter language abbreviation from the International Organization for Standardization (ISO) Standard 639 and adding a third letter, as appropriate, to indicate the sub language.</p> <p>Example: ENU</p>
%LOCALE_SYS_ENG_LANG%	<p>Specifies the full English name of the system language from ISO Standard 639. This is always restricted to characters that can be mapped into the ASCII 127-character subset.</p> <p>Example: English</p>
%LOCALE_SYS_LANG%	<p>Specifies the full localized name of the system language. This name is based on the localization of the product and might vary for each localized version.</p> <p>Example: English (United States)</p>
%LOCALE_SYS_ISO639_LANG%	<p>Specifies the abbreviated name of the system language based only on ISO Standard 639.</p> <p>Example: en</p>
%LOCALE_SYS_NATIVE_LANG%	<p>Specifies the native name of the system language.</p> <p>Example: English</p>

Language Variable	Description
%LOCALE_USER_DEFAULT_ANSI_CP%	Retrieves the American National Standards Institute (ANSI) code page associated with the user locale. If the locale does not use an ANSI code page, the value is 0.  Example: 1252
%LOCALE_USER_DEFAULT_OEM_CP%	Retrieves the original equipment manufacturer (OEM) code page associated with the user locale. If the locale does not use an OEM code page, the value is 1.  Example: 850
%LOCALE_USER_LANGID%	Retrieves the language identifier for the user locale. The language identifier is a standard international numeric abbreviation for the language in a country or geographical region.  Example: 0c09
%LOCALE_USER_ENG_LANG%	Specifies the full English name of the user language from ISO Standard 639. This is always restricted to characters that can be mapped into the ASCII 127-character subset.  Example: English
%LOCALE_USER_LANG%	Specifies the full localized name of the user language. This name is based on the localization of the product and might vary for each localized version.  Example: English (Australia)
%LOCALE_USER_ISO639_LANG%	Specifies the abbreviated name of the user language based only on ISO Standard 639.  Example: en
%LOCALE_USER_NATIVE_LANG%	Specifies the native name of the user language.  Example: English

## 9.4 Endpoint Management System Variables

- ♦ [Section 9.4.1, “MAX\\_WAIT\\_FOR\\_WIS,” on page 40](#)

### 9.4.1 MAX\_WAIT\_FOR\_WIS

During bundle MSI action, if one MSI is already running on the Windows device, the Bundle MSI action fails. To address this issue, a new zone level system variable “MAX\_WAIT\_FOR\_WIS” is introduced. By enabling the system variable, the Bundle MSI action waits for the specified time for other MSI to complete, and then fails the bundle MSI action.

For example: If the value of MAX\_WAIT\_FOR\_WIS variable is set to 5, the Bundle MSI action waits for a maximum of 5 minutes before failing the action. If the MSI installer is available between 0 to 5 minutes, then bundle MSI action will start the installation.



# 10 Installing Console Helper

Endpoint Management Console Helper is a standalone application which provides a browser independent way to perform various actions such as File and Directory Upload

To install Console Helper:

- 1 In Endpoint Management Console, click **Configuration**.
- 2 In the left navigation pane, click **Download Admin Tools**.
- 3 In the left navigation pane of the Endpoint Download page, click **Administrative Tools**.
- 4 Click the **Configuration** tab.
- 5 Depending on the device architecture (32-bit or 64-bit), download the appropriate RPM or MSI.  
**opentext-endpoint-management-console-helper.<version>.msi** for Windows devices  
**opentext-endpoint-management-console-helper.<version>.rpm** for Linux devices

The above mentioned MSI and RPM is for a per-user installation. To download Console Helper in a common location for all users such as in a Terminal Server or in a Citrix XENapp environment, download the all users version of the MSI:

**opentext-endpoint-management-Console-helper-all-users-<version>.msi**

---

**NOTE:** If Console Helper is not installed on your Windows device and on performing file upload, by default the per user MSI (**opentext-endpoint-management-console-helper-all-users.<version>.msi**) is downloaded.

---

- 6 Save and install the Console Helper.

---

## NOTE: ♦All Users

- ♦ The all user MSI is by default installed on C drive. However, if C drive does not have sufficient space, then it is installed on a drive that has maximum free space.

To install the MSI in a specific path, in the command line specify the destination directory (TargetDir) parameter.

For example: If `msiexec /i opentext-endpoint-management-console-helper-all-users-20.0.0.3138.x86_64.msi`

`TargetDir="%custompath%\ConsoleHelper` is the custom path, then set the `Console_JAVA_HOME` environment variable to point to the same location provided for `TargetDir`.

If the `%custompath%` is `C:\Endpoint\Tools`, in the **Console\_JAVA\_HOME** variable specify the value as `C:\Endpoint\Tools\ConsoleHelper`

It is recommended that you do not specify the `%ProgramFiles%` folder as the destination directory. Moreover, if the device is a **managed device**, then it is mandatory that you do not specify `%ProgramFiles%` as the destination directory.

- ♦ For a non-managed device, if Console Helper is installed in the *%ProgramFiles%* directory, then ensure that the user has sufficient rights to access the directory.
  - ♦ If you are installing the all user MSI for the first time, ensure that you remove all previous installations of Console helper.
  - ♦ **Windows (Per-user and All Users):**
    - ♦ For 64-bit operating system, no need to install the JRE, as JRE is included with Console Helper.
    - ♦ For 32-bit operating system, the 3rd party JRE (8.x or higher version) should be manually installed, and then set the `Console_JAVA_HOME` environment variable to point to where the JRE software is located. For example, in the PATH variable specify *C:\Program Files\Java\jre1.8.0\_211\bin*.
  - ♦ **Linux (Per-user):**
    - ♦ For 64-bit operating system, no need to install the JRE, as JRE is included with Console Helper. However, on 64-bit SLES 11 devices, the 3rd party JRE (8.x or higher version) should be installed and then set the `Console_JAVA_HOME` environment variable to point to where the JRE software is located. For example, in the PATH variable specify *C:\Program Files\Java\jre1.8.0\_211\bin*.
    - ♦ For 32-bit operating system, the 3rd party JRE (8.x or higher version) should be manually installed, and then set the `Console_JAVA_HOME` environment variable to point to where the JRE software is located. For example, in the PATH variable specify *C:\Program Files\Java\jre1.8.0\_211\bin*.
- 

## 10.1 Troubleshooting Console Helper

- ♦ While installing Console Helper on Linux devices, if any of the following error message is displayed, then perform the steps mentioned in the Workaround section:

Error setting value: Client failed to connect to the D-BUS daemon:  
Did not receive a reply. Possible causes include: the remote application did not send a reply, the message bus security policy blocked the reply, the reply timeout expired, or the network connection was broken.

Error setting value: Client failed to connect to the D-BUS daemon:  
Did not receive a reply. Possible causes include: the remote application did not send a reply, the message bus security policy blocked the reply, the reply timeout expired, or the network connection was broken.

Error setting value: Client failed to connect to the D-BUS daemon:  
Did not receive a reply. Possible causes include: the remote application did not send a reply, the message bus security policy blocked the reply, the reply timeout expired, or the network connection was broken.

Workaround: Run the following commands:

```
/usr/bin/gconftool-2 -s /desktop/gnome/url-handlers/consolelaunch/  
command '/opt/opentext-endpoint-management/consolehelper/bin/  
consolehelper "%s"' -t string
```

```
/usr/bin/gconftool-2 -s /desktop/gnome/url-handlers/consolelaunch/  
needs_terminal false -t bool
```

```
/usr/bin/gconftool-2 -s /desktop/gnome/url-handlers/consolelaunch/  
enabled true -t bool
```

```
/usr/bin/gconftool-rebuild
```

- ♦ While installing Console Helper on Linux devices, if any of the following error message is displayed, then perform the steps mentioned in the Workaround section:

```
/usr/bin/xdg-mime: line 545: /root/.local/share/applications/  
defaults.list.new: No such file or directory
```

```
grep: /root/.local/share/applications/defaults.list.new: No such file  
or directory
```

```
/usr/bin/xdg-mime: line 547: /root/.local/share/applications/  
defaults.list.new: No such file or directory
```

```
/usr/bin/xdg-mime: line 549: /root/.local/share/applications/  
defaults.list.new: No such file or directory
```

```
mv: cannot stat `/root/.local/share/applications/defaults.list.new': No  
such file or directory
```

Workaround: Run the following commands:

```
mkdir .local/share/applications
```

```
xdg-mime default Consolehelper.desktop x-scheme-handler/Consolelaunch  
|| true
```

```
update-desktop-database
```

- ♦ After installing Console Helper on 64-bit SLES 11 devices, Console Helper might not launch.

Workaround: Install 3rd party JRE (8.x or higher version) manually, and then set the Console\_JAVA\_HOME path variable.

- ♦ If you are using wayland display manager, Console Helper might not launch.

Workaround: Logout and log into the device using the x11 display manager.



# 11 Troubleshooting Endpoint Management Console

- ♦ “Opening links in a new tab or new window of Endpoint Management Console might fail to display the page” on page 45

## Opening links in a new tab or new window of Endpoint Management Console might fail to display the page

Source: Endpoint Management Console.

Explanation: While browsing Endpoint Management Console, if you choose to open a link in a new tab or a new window, the page might fail to display.

Action: Open the link in the same window.

